L Number	Hits	Search Text	DB	Time stamp
-	814	((customer or caller or (calling party)) with (survey or	USPAT;	2003/12/12 14:05
		feedback)) same (agent or service)	US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
			IBM TDB	
-	348	(customer with survey) same (agent or service)	USPAT;	2003/12/12 13:06
	940	(customer with survey) same (agent of service)	US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
-	325	(customer with survey) same service	USPAT;	2003/12/12 13:46
	323	(customer with survey) same service	US-PGPUB;	2003/12/12 13.40
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
-	104	((customer or caller or (calling party)) with (survey or	USPAT;	2003/12/12 14:06
		feedback)) same agent	US-PGPUB;	
		·	EPO; JPO;	
			DERWENT;	
			IBM_TDB	
-	3	(supervisor with transfer\$4) same (voice with (pattern or pitch	USPAT;	2003/12/12 14:51
		or interrupt\$4 or level\$3))	US-PGPUB;	= = = = = = = = = = = = = = = = = = =
			EPO; JPO;	
			DERWENT;	
			IBM TDB	
_	417	((customer or caller or (calling party)) with survey) same	USPAT;	2003/12/12 14:55
-	417			2003/12/12 14.55
		(agent or service)	US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
-			IBM_TDB	
	77	379/265.06	USPAT;	2003/12/15 11:25
			US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
	49	379/265.13	IBM_TDB	
-			USPAT;	2003/12/15 11:12
			US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
_	187	survey and agent and (call adj3 center)	USPAT;	2003/12/15 11:14
	107	survey and agent and (can adjo center)	US-PGPUB:	2000/12/10 11.14
			EPO; JPO;	
			DERWENT;	
	00	/	IBM_TDB	
-	68	(survey and agent and (call adj3 center)) and 379/\$.ccls.	USPAT;	2003/12/15 11:13
			US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
İ			IBM_TDB	
-	29	survey same agent same (call adj3 center)	USPAT;	2003/12/15 11:18
			US-PGPUB;	
			EPO; JPO;	
-			DERWENT:	
			IBM_TDB	
	65	customer same survey same agent	USPAT;	2002/12/45 14:04
				2003/12/15 11:24
			US-PGPUB;	
			EPO; JPO;	
			DERWENT;	i
			IBM_TDB	i

-	41	(customer same survey same agent) and (call adj3 center)	USPAT; US-PGPUB:	2003/12/15 11:24
İ			EPO; JPO;	,
			DERWENT;	
			IBM_TDB	
-	26	379/265.07	USPAT;	2003/12/15 11:50
1	Ì		US-PGPUB;	
		·	EPO; JPO; DERWENT;	
			IBM TDB	
-	18	(((customer or caller) with (satisfacton or satisfy\$3)) same	USPAT;	2003/12/15 12:07
		agent) and (call adj3 center)	US-PGPUB;	
			EPO; JPO;	
1			DERWENT;	
	176	((austamar ar caller) cama agent cama (norformanae ar	IBM_TDB USPAT;	2003/12/15 12:08
-	''	((customer or caller) same agent same (performance or evaluat\$5)) and (call adj3 center)	US-PGPUB;	2003/12/13 12.00
		Svaldat¢o// and (oan adjo conter/	EPO; JPO;	
			DERWENT;	
			IBM_TDB	
-	42	(((customer or caller) same agent same (performance or	USPAT;	2003/12/15 12:08
		evaluat\$5)) and (call adj3 center)) and survey	US-PGPUB;	
			EPO; JPO; DERWENT;	
			IBM_TDB	
-	59	(((customer or caller) with (feedback or survey or comment))	USPAT;	2003/12/17 13:27
		same agent) and (call adj3 center)	US-PGPUB;	
			EPO; JPO;	
			DERWENT; IBM_TDB	
_	29	(((customer or caller) with (feedback or survey or comment))	USPAT;	2003/12/17 13:38
		same agent) and (call adj3 center) and trigger\$4	US-PGPUB;	2000/12/1/ 10:00
			EPO; JPO;	
			DERWENT;	
	42	/cupon in \$4 come brook come come (oustomer or	IBM_TDB	2002/42/47 42:42
-	13	(supervis\$4 same break same agent same (customer or caller)) and (call adj3 center)	USPAT; US-PGPUB;	2003/12/17 13:43
		canery, and (can adjo center)	EPO; JPO;	
			DERWENT;	
			IBM_TDB	
-	161	1	USPAT;	2003/12/17 13:46
		adj3 center)	US-PGPUB;	
		·	EPO; JPO; DERWENT;	
			IBM_TDB	
-	30	((supervis\$4 same agent same (customer or caller)) and (call	USPAT;	2003/12/17 13:47
		adj3 center)) and ((feedbadk or survey or comment) same	US-PGPUB;	
		(customer or caller))	EPO; JPO;	
			DERWENT;	
L			IBM_TDB	<u></u>